FIG.1

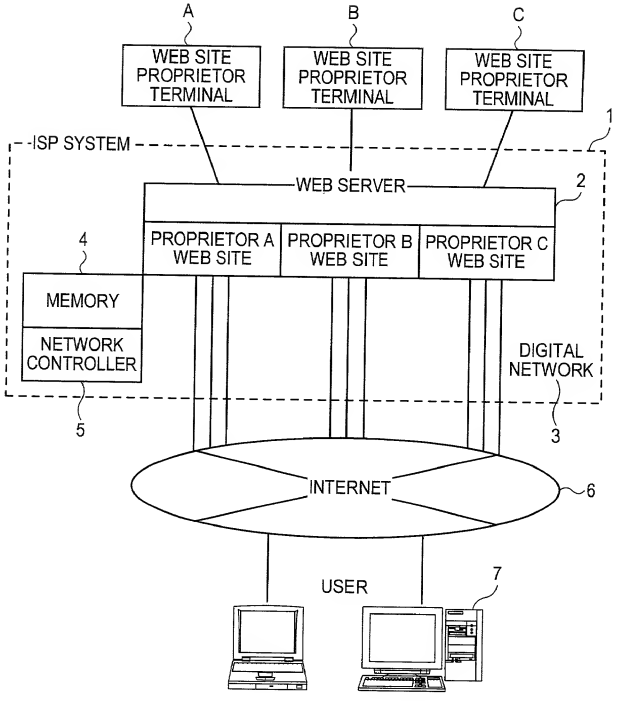

A
B
C
WEB SITE PROPRIETOR TERMINAL
WEB SITE PROPRIETOR TERMINAL
WEB SITE PROPRIETOR TERMINAL
1
ISP SYSTEM
WEB SERVER
2
4
PROPRIETOR A WEB SITE
PROPRIETOR B WEB SITE
PROPRIETOR C WEB SITE
MEMORY
NETWORK CONTROLLER
DIGITAL NETWORK
5
3
INTERNET
6
USER
7

FIG.2

	BASIC NETWORK CAPACITY	AM8-PM5	PM5-PM11	PM11-AM8
PROPRIETOR A	20MB	+10MB	-5MB	-10MB
PROPRIETOR B	10MB	-8MB		+10MB
PROPRIETOR C	5MB	-2MB	+5MB	

FIG.3

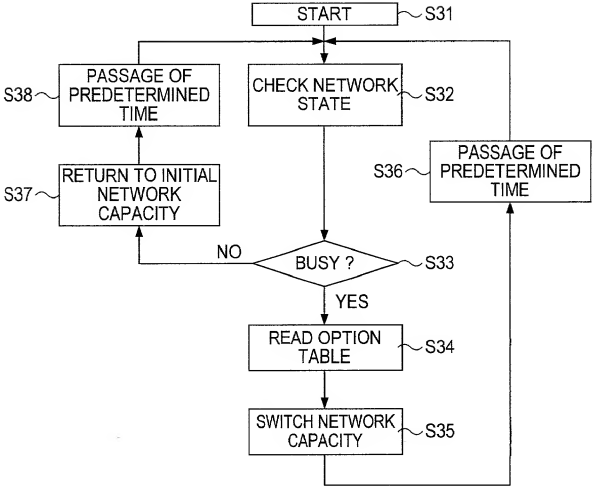
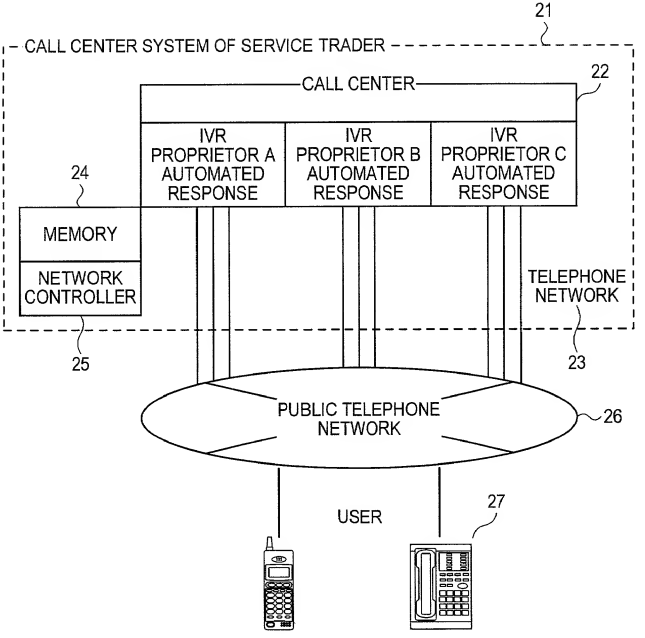


FIG.4


21
CALL CENTER SYSTEM OF SERVICE TRADER
CALL CENTER
22
IVR PROPRIETOR A AUTOMATED RESPONSE
IVR PROPRIETOR B AUTOMATED RESPONSE
IVR PROPRIETOR C AUTOMATED RESPONSE
24
MEMORY
NETWORK CONTROLLER
25
TELEPHONE NETWORK
23
PUBLIC TELEPHONE NETWORK
26
USER
27